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February 23, 2016

VIA HAND DELIVERY

Jean D. Jewell, Secretary
Idaho Public Utilities Commission
472 West Washington Street
Boise, Idaho 83702

RE: Case No. IPC-E-15-03 – Compliance Filing – Flex Peak Program One-Time Report

Dear Ms. Jewell:

In Order No. 33292, the Idaho Public Utilities Commission (“Commission”) ordered Idaho Power Company to file a Flex Peak Program one-time report no later than May 7, 2016. Therefore, enclosed for filing are an original and seven (7) copies of the **Redacted** Flex Peak Program One-Time Report containing the information requested by the Commission in the order.

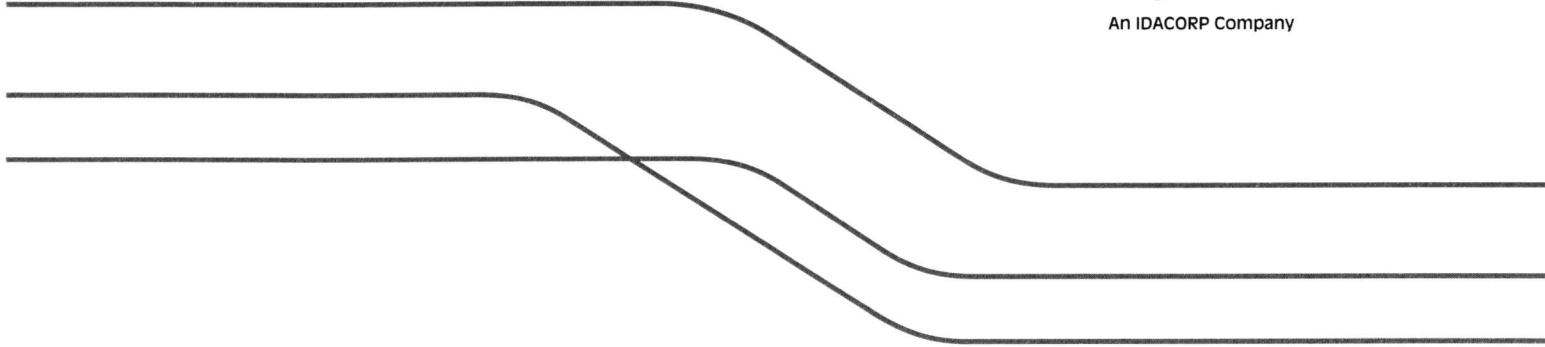
Also enclosed are an original and seven (7) copies of the **confidential** portion of the report and **confidential** Attachment 1 to Idaho Power Company’s Flex Peak Program One-Time Report. Please handle the confidential information in accordance with the Protective Agreement executed in this matter.

If you have any questions regarding this filing, please contact Zach Harris at (208) 388-2305 or zharris@idahopower.com.

Very truly yours,

Lisa D. Nordstrom

LDN:kkt
Enclosures



**2015 Flex Peak Program
One-Time Report**

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UTILITIES COMMISSION

February 23, 2016

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Attachments

Attachment 1 - CONFIDENTIAL CLEAResult Memo dated February 18, 2016

Attachment 2 - Flex Peak 2015 Survey Results

Background

The Flex Peak Program (“Program”) is a voluntary demand response (“DR”) program available to Idaho Power Company’s (“Idaho Power” or “Company”) commercial and industrial (“C & I”) customers who are capable of reducing their electrical energy loads for short periods during summer peak system load days. The Program objective is to reduce the demand on Idaho Power’s system during periods of extreme electricity use or load. By reducing demand on extreme system load days during summer months, the Program reduces the amount of generation and transmission resources required to serve customers. The Program pays participants a financial incentive for reducing load and is active June 15 to August 15, between the hours of 2:00 p.m. and 8:00 p.m. on non-holiday weekdays. Load reduction events may be called a maximum of 60 hours per season.

A similar program originated in 2009 as the FlexPeak Management program to provide C & I customers an option to participate in a demand response program. The FlexPeak Management program was managed by EnerNOC, Inc. (“EnerNOC”) a third-party contractor. On February 4, 2015, the Company filed an application with the Idaho Public Utilities Commission (“Commission”), in Case No. IPC-E-15-03, requesting authority to replace the existing FlexPeak Management demand response program with a demand response program to be managed by Idaho Power. The Commission issued Order No. 33292 on May 7, 2015, authorizing Idaho Power to implement the Flex Peak Program under Schedule No. 82 in Idaho.

As part of Order No. 33292, the Commission ordered the Company to file an annual end-of-season report that should include the number of participants, number of participating sites, megawatts (“MW”) of demand response under contract, MWs of demand response realized and incented per dispatch, percent of nominated MW achieved in each dispatch event by participant, and a detailed program cost analysis. The Company filed its annual *Flex Peak Program End-of-Season Report* on November 3, 2015.

Page 8 of Order No. 33292 also required Idaho Power to file a separate, one-time report no later than May 7, 2016 that discusses the Company’s experience in running the Program, how the Program’s costs and benefits compare to those achieved under the prior program, how participants have performed under the structure, and whether changes might improve the Program. This report addresses the one-time reporting requirements.

Summary

The substantial cost savings and increased customer interaction by managing and operating the Program outweighs the slightly decreased enrollment. The Company believes the Program will continue to gain participation and increase capacity with a longer recruitment season in 2016. In addition, the Company concluded the following:

- The Program had a total of 72 sites reducing peak demand by 25.6 MW

- Despite changing to a Company-managed program and a short timeline to implement the Program, the Flex Peak Program retained 71 percent of past participants (34 of 48 participants) from the 2014 season
- 15 new sites enrolled in the 2015 season
- Curtailment event results showed maximum load reductions of 24.1 MW, 25.6 MW, and 14.6 MW, respectively, for the three events, and an average of 21.4 MW. The events achieved realization rates of 86.7 percent, 96.6 percent, and 55.4 percent, respectively, averaging 79.6 percent
- Idaho Power believes the current methodology to determine load reduction results is more accurate than the prior program
- The total Program costs for 2015 was \$592,872
- Program cost savings did not result from a reduction in incentive payments as customers are paid more per kW than the prior program
- The cost of having this resource available was \$21.96 per kW in 2015 based on the average nomination for the season compared to \$49.16 per kW based on average nomination for the 2014 season
- The Program shows high customer satisfaction results among participants

Program Operation

Idaho Power's experience in running the Program in 2015 was positive. The Company was able to effectively manage the Program and achieve nearly \$1 million in cost savings while experiencing a relatively small reduction in participation. In 2015, parameters were established for the Program, an incentive structure was developed, participants were recruited, and the Program was administered in a manner that resulted in similar load reduction compared to the prior program.

Program Details

Customers with the ability to nominate or provide load reduction of at least 20 kilowatts ("kW") are eligible to enroll in the Program. The nomination is the amount of load reduction a participant has agreed to reduce during a load reduction event. The 20 kW threshold allows a broad range of customers to participate in the Program. Participants receive notification of a load reduction event ("event") two hours prior to the start of the event, and events last between two to four hours.

The parameters of the Flex Peak Program are set forth in Schedule 82, and include the following:

- A minimum of three load reduction events each Program season
- Events occur any weekday, excluding July 4, between the hours of 2:00 p.m. and 8:00 p.m.
- Events occur up to four hours per day and up to 15 hours per week, but no more than 60 hours per Program season
- Idaho Power notifies participants two hours prior to the initiation of an event

- If prior notice of a load reduction event has been sent, Idaho Power can choose to cancel the event and notify participants of cancellation 30 minutes prior to the start of the event

Program Incentives

The Flex Peak Program includes both a fixed and variable incentive payment. The fixed incentive is calculated by multiplying the actual kW reduction by \$3.25 for weeks when an event is called or the weekly nominated kW amount by \$3.25 for weeks when an event is not called. The variable energy incentive is calculated by multiplying the kW reduction by the event duration hours to achieve the total kilowatt-hour (“kWh”) reduction during an event. The variable incentive payment is \$0.16 per kWh and is implemented for events that occur after the first three events.

The Program also includes an incentive adjustment of \$2.00 per kW when participants do not achieve their nominated amount during load reduction events. This adjustment amount is used for the first three events. After the third event, the adjustment is reduced to \$0.25 per kW. Incentives are calculated using Idaho Power’s interval metering billing data and participants’ incentive checks were mailed by September 15 in 2015, within 30 days of the end of the Program season. The incentive structure offered for the 2015 season is listed in Table 1.

Table 1.

Fixed Capacity Payment Rate*	Variable Energy Payment Rate**
\$3.25 per Weekly Effective kW Reduction	\$0.16 per kWh (Actual kW x Hours of Event)
Adjustment for first three events	Adjustment after first three events
\$2.00 per kW not achieved up to nomination	\$0.25 per kW not achieved up to nomination

*To be prorated for partial weeks

**Does not apply to first three Program events

Recruitment

The Company actively engaged in recruiting activities to ensure the Program would have sufficient participation to reduce peak load. However, there were some contributing factors that made enrollment challenging for the Program in 2015. The Program was approved on May 7, 2015, providing Idaho Power 25 business days to recruit customers for the Flex Peak Program before the season began on June 15, 2015. The biggest hurdle was the limited timeframe to enroll Program participants. Knowing this would be a challenge, the Company communicated with prior participants as well as engaged in Customer Representative visits advising customers about the short timeframe to enroll in the Program.

Early in May 2015, Program enrollment mailings were sent to all participants that had participated in prior seasons from 2012 to 2014. The Company actively recruited from the 60 previous participants with 107 sites to attain a level of potential load capacity similar to prior years. Previous participants were identified for enrollment due to their

past experience and familiarity with the prior program. Contents of the enrollment mailing included Program details, a Program application, the Program's incentive structure, and a listing of the customer's eligible service points. Additionally, the Idaho Power Program Specialist and Customer Representatives answered specific customer questions by phone, email, and through face-to-face contact, which helped inform potential participants of new Program details.

While the Company's recruitment of previous participants was effective, some previous participants did not re-enroll and other participants elected to nominate a load that was lower than prior years. Once Idaho Power realized reduced enrollment was likely, a second marketing effort was launched that identified candidates for the Program that had a kW of 450 or greater in the summer months. This customer communication was sent on May 27, 2015 to 132 customers totaling 169 sites. As a result of this effort, an additional 15 sites enrolled in the Program for the 2015 season. Demand response program dynamics can be complicated and require customers to process and evaluate impacts on business operations as well as gain approval from corporate entities. Some customers may not have had the amount of time necessary to fully evaluate both the incentive structure and operation of the Program in order to enroll or gain corporate approval prior to the start of the season.

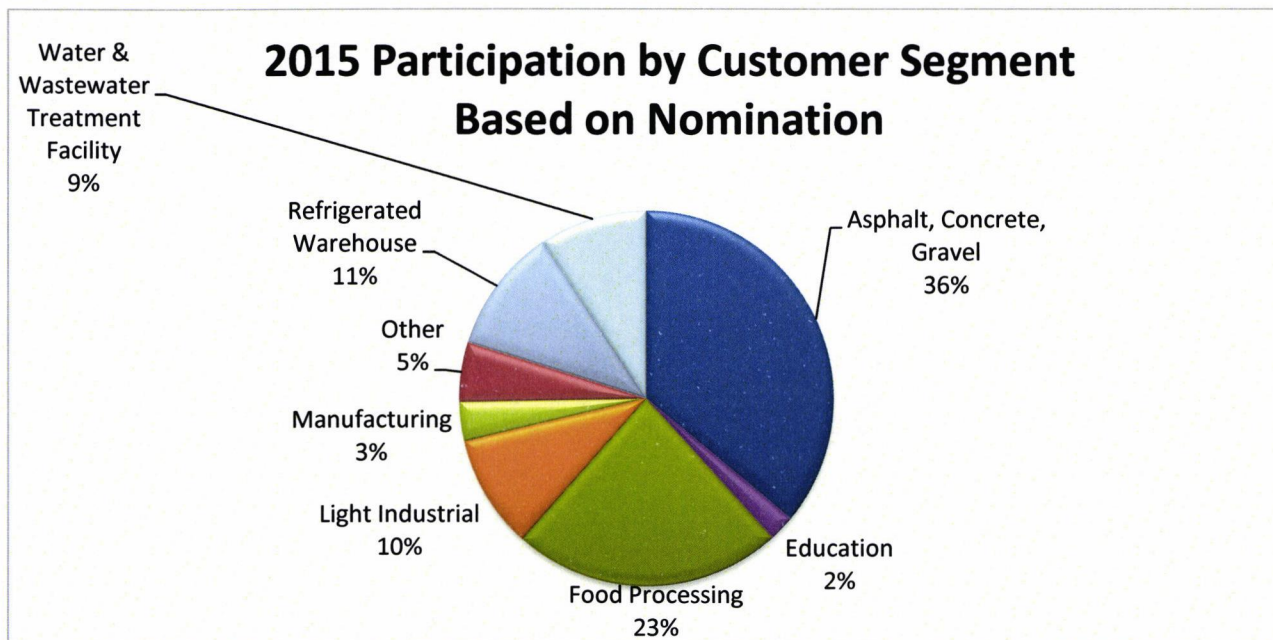
Despite changes to the Program, most past participants and sites re-enrolled. The number of sites enrolled in the Program for 2015 was 72 compared to 93 sites in 2014. Of those 72 sites, 57 were previously enrolled during the 2014 season. Those 57 accounted for 79 percent of the 2015 enrolled sites. The Program retained 34 of the 48 participants from the 2014 season for a 71 percent customer retention rate. In addition to retaining 57 sites, 15 new sites were added to the Program. During the 2015 Program season, there was no attrition from enrolled participants; however, one participant with six sites enrolled had one site drop out of the Program during the season due to some customer-owned equipment maintenance occurring during the Program season.

The Company considers the enrollment numbers for 2015 to be satisfactory, given the limited timeframe to recruit participants. Some former participants were unable to re-enroll in 2015 due to increased production requirements that prevented participating in load reduction events and some former participants discontinued their business operations. These extenuating circumstances would have prevented these customers from participating in any demand response program.

When comparing actual enrollment from 2014 to 2015, the enrolled capacity was similar. In 2014, the average nominated amount was 31.8 MW compared to 27 MW for the 2015 season.

The Company did not identify any issues related to meeting requests to participate in the Program in 2015. Idaho Power processed and accepted all customer applications for the 2015 season.

Figure 1 represents the 72 sites that enrolled in 2015 and their diversity per customer segment.

Figure 1.

Use of Interval Metering Data

Interval metering data provides Idaho Power the ability to view all participants' load after events. This metering data was used to calculate the reduction achieved per site during load reduction events. Using this data, Idaho Power provided participants post-event usage reports that showed hourly baseline, actual usage, and reduction during an event. This tool assisted participants in refining their nomination for future events. This data provides information useful in determining which participating sites may have an opportunity to provide more reduction or change their reduction strategy if nomination amounts were not achieved.

Based on individual event performance, Idaho Power contacted participants if their reduction was 25 percent less than the nominated amount for the event. When a participant did not achieve at least 75 percent of their nominated amount, there was often one or more of the following factors that influenced the performance:

- Production requirements prevented the ability to curtail or fully implement all load reduction measures within facility
- Building operators and/or maintenance personnel were out of town or unavailable during event day
- Enrolled facility was offline or not in production during entire load reduction event or baseline period due to reduced hours of operation

The Company works with participants to assist in electing a feasible nomination amount based on facility size and operation. The Company believes that with more accurate nominations, participants will be more likely to achieve the expected reduction providing a higher realization rate and more reliable load resource. Additionally, if a Program

participant does not achieve their nominated load reduction amount during a load reduction event, they will receive a lower incentive amount based on the actual reduction achieved. This encourages participants to elect achievable nomination amounts which maintains the reliability of the expected Program results. The Company anticipates improved Program performance in 2016 because participants will be more familiar with the Program and will be able to nominate amounts that more closely align with achievable load reduction levels.

Participant Performance

The results throughout this report are calculated at the generation level and system losses have been taken into account. Idaho Power called three Flex Peak Program load reduction events in 2015. A detailed analysis of the realization and reduction amounts for each event was provided in the *Flex Peak Program End-of-Season Report* filed on November 3, 2015.

The highest hourly or peak load reduction for 2015 was 25.6 MW during the second event. Had the previous methodology been used to calculate the load reduction for this event, the peak load reduction would have been 32.0 MW. The difference is primarily due to a variation in the baseline methodology and the corresponding adjustment on the day of the event. A comparison of the baseline methodologies is explained in more detail below.

Baseline Methodology Comparison

The Company's load reduction results in 2015 were verified by an impact evaluation¹ performed by a third-party contractor, CLEARResult. In addition to the impact evaluation, CLEARResult also conducted an analysis of another baseline methodology that was used in prior seasons by EnerNOC. The additional analysis determined the load reduction achieved using both the current Program methodology as well as the methodology used in the prior program. The memo prepared by CLEARResult analyzing the baseline methodologies is included as confidential Attachment 1 to this report.

The confidential memo describes proprietary information about EnerNOC's business model regarding the baseline methodology used for the FlexPeak Management program. The goal of the analysis was to calculate load reduction in MW under Idaho Power's methodology and the methodology that was previously used for the FlexPeak Management program.

For the Flex Peak Program, the baseline that load reductions are measured against during load reduction events is calculated using a 10-day period. The baseline is the average kW of the highest energy usage days during the event availability time (2:00 –

¹ The Impact Evaluation was included as an attachment to the annual *Flex Peak Program End-of-Season Report* filed on November 3, 2015.

8:00 p.m.) from the highest three days out of the last 10 non-event weekdays. Individual baselines are calculated for each facility site. Once the original baseline is calculated, there is an additional piece included in the methodology called the Day-of-Adjustment (“DOA”) that is used to arrive at the adjusted baseline.

Adjustments address situations when load is higher or lower than it has historically been and the baseline does not accurately reflect the load behavior immediately prior to the event. The DOA is used to determine the amount of load the participant curtailed as a result of participating in the load reduction event. The DOA is applied to each site’s original baseline by accounting for the difference between the average baseline kW and the average curtailment day kW during the two hours prior to event notification. The DOA is calculated as a flat kW and is applied to all baseline hours and capped at +/- 20 percent of the original baseline kW. The DOA is symmetrical, having either an upward or downward adjustment to the baseline, and is applied to the original baseline kW for each facility site for each hour during the load reduction event.

In determining the load reduction amount for each event, there was a variation from the previous program’s baseline methodology compared to the current Program’s baseline methodology used in 2015 due to the DOA. [REDACTED]

[REDACTED]

The prior baseline methodology resulted in greater reductions and increased realization rates averaging 17.9 percent higher compared to the current Program realization rates. The results for the first event had similar load reduction between the two methodologies unlike the last two events. [REDACTED]

[REDACTED] During the 2015 season, the peak nomination was 28.1 MW with a peak reduction of 25.6 MW at generation level. Using the previous baseline and DOA methodology would have resulted in a peak reduction of 32.0 MW, or 6.4 MW greater than the current methodology.

Both methodologies are commonly accepted throughout the industry, however, Idaho Power believes having a symmetrical DOA with caps is a more equitable way to calculate load reduction for both participants and the Company. At this time, the Company does not anticipate any changes to the baseline methodology for 2016.

Figure 2 represents the measured reduction from Idaho Power's baseline and DOA methodology versus the prior program baseline methodology for the second event on July 21, 2015.

Figure 2.

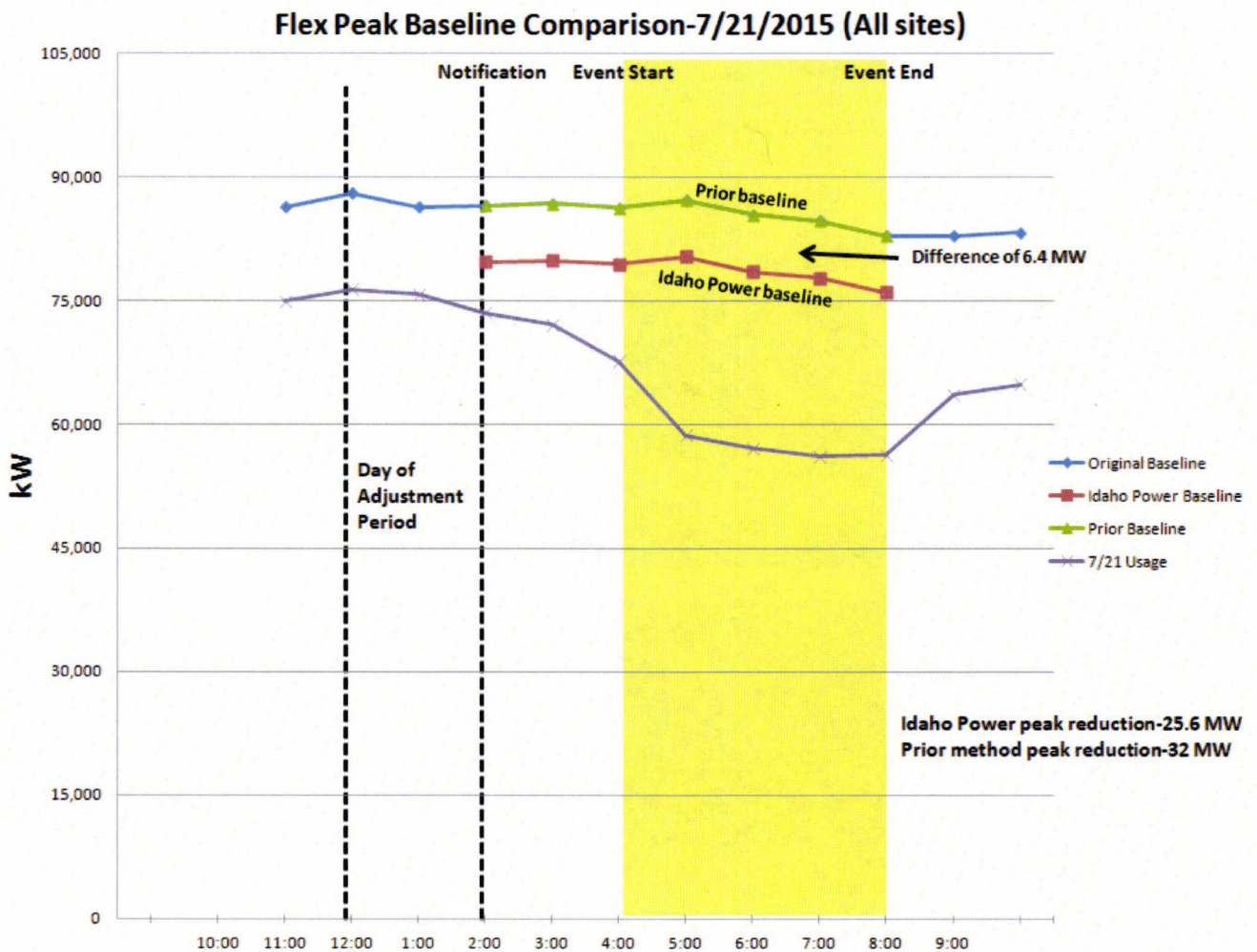


Table 2 shows a comparison of the realization rates for 2015 based on peak load reduction per event. The table shows the realization rate for each event using the Flex Peak Program DOA methodology and what the realization rates would have been had the Company used the DOA methodology from the previous program.

Table 2.

Event Date	Flex Peak Program DOA Methodology	Previous Program DOA Methodology
June 30, 2015	86.7%	91.3%
July 21, 2015	96.6%	121.1%
August 4, 2015	55.4%	80.2%
Season Average	79.6%	97.5%

The realization rate is the percentage of load reduction achieved versus the amount of load reduction nominated for an event. A realization rate over 100 percent indicates the participants exceeded their nominated amount. A realization rate under 100 percent indicates the participants did not achieve their nominated amount. The realization rates for each event are lower than in prior years due to the calculation change in the DOA. The change in the DOA resulted in a reported reduction less than the previous methodology; however, the Company believes the load reduction amounts achieved from each event are a more accurate representation of the actual load reduced for each event using the Flex Peak Program DOA methodology.

The realization rate analysis results show that maximum load reduction was realized in the middle of the Program season. This time period is the last week of June through the middle of July, which corresponds to Idaho Power's overall summer system peak.

Load Reduction Comparison

Program participants had a committed load of 28.1 MW in the first week of the Program, which was the peak nomination for the season. The nomination was comprised of 38 participants totaling 72 sites. The committed load at the end of the season was 26.37 MW, which was achieved by 71 facility sites.

The first event was called on Tuesday, June 30. Participants were notified at 2:00 p.m. for a four-hour event from 4:00 – 8:00 p.m. The total nomination for this event was 27.72 MW. The average load reduction was 23.6 MW. The highest hourly load reduction was 24.0 MW during hour three. The realization rate for this event was 86.7 percent. Had the previous methodology been used to calculate the load reduction for this event, the peak reduction would have been 25.3 MW with a realization rate of 91.3 percent.

The second event was called on Tuesday, July 21. Participants were notified at 2:00 p.m. for a four-hour event from 4:00 – 8:00 p.m. The total nomination for this event was 26.4 MW. The average load reduction was 24.9 MW. The highest hourly load reduction was 25.6 MW during hour one. The realization rate for this event was 96.6 percent.

Had the previous methodology been used to calculate the load reduction for this event, the peak reduction would have been 32.0 MW with a realization rate of 121.1 percent.

The third event was called on Tuesday, August 4. Participants were notified at 2:00 p.m. for a three-hour event from 4:00 -7:00 p.m. The total nomination for this event was 26.2 MW. The average load reduction was 13.8 MW. The highest hourly load reduction was 14.6 MW during hour three. The realization rate for this event was 55.4 percent. This was primarily due to one customer with two sites that was not able to provide their typical load reduction because of production issues caused by outages from range fires. These two sites achieved a realization rate of 8 percent in the August 4 event, compared to an average of 113 percent for the first two events. Had the site's realization rate for the August 4 event been the average of its realization rates from the first two events, the realization rate for this event would have been 94.8 percent. Had the previous methodology been used to calculate the load reduction for this event, the peak reduction would have been 21.1 MW with a realization rate of 80.2 percent.

Comparison of Program Costs and Benefits

The primary benefit of the Program is the cost savings compared to the prior program. Total Program costs for 2015 were \$592,872, or \$21.96 per kW based on the average nomination amount of 27 MW for the 2015 season. By managing the Flex Peak Program internally the Company saved its customers nearly \$1 million in 2015 compared to 2014 program costs. Incentive payments were the largest expenditure comprising 82 percent of total costs. Total costs during 2014 for the FlexPeak Management program were \$1,563,211 or \$49.16 per kW based on an average nomination amount of 31.8 MW for the 2014 season.

The incentive payments were fixed capacity payments resulting from the three events called during the 2015 Program season. The fixed capacity payments totaled \$487,857. Variable energy payments were not made during the season because the variable energy payment is implemented starting with the fourth event.

Based on Idaho Power's understanding, the cost savings of approximately \$1 million was not due to customers receiving lower incentives. The Flex Peak Program pays customers an incentive between \$29.25 (with three events) and \$36.93 (with the maximum of 60 hours) per kW compared to the former FlexPeak Management program that paid customers an incentive between \$25 and \$35 based on a public press release from EnerNOC in the "Idaho Business Review" from 2009.

The Company recognizes that participation and realization rates decreased somewhat after changing the methodology to determine load reduction in 2015 compared to prior years, but Idaho Power believes the significant cost savings outweighs the slight reduction in participation. Due to the cost savings, the Flex Peak Program is more cost effective than the prior program. As shown in Figure 3, the cost of the Program in relation to the kW reduced is significantly lower in 2015 compared to prior years.

Figure 3 shows the annual program costs and peak reduction in kW from 2009 to 2015. NOTE: In 2015, Idaho Power used a different methodology to determine peak load

reduction. Had the previous methodology been used, the total peak load reduction in 2015 would have been 32,000 kW.

Figure 3.

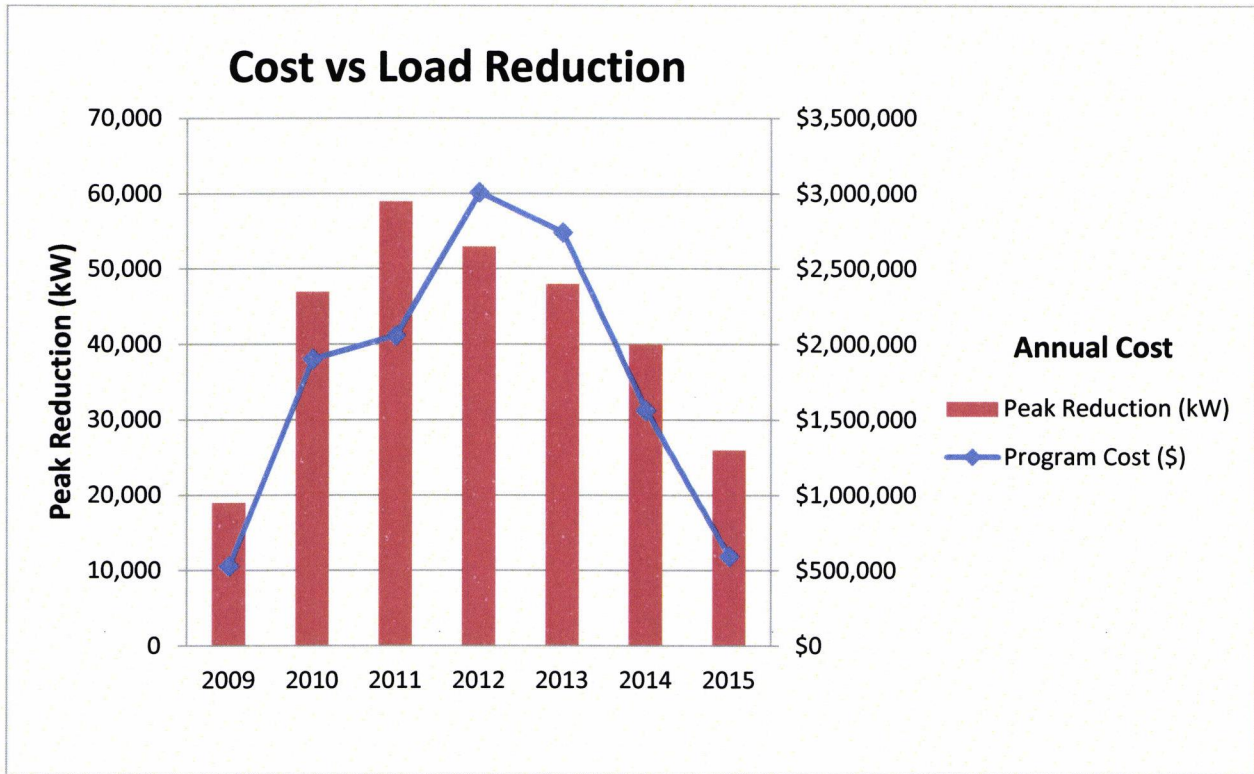


Table 3 displays the 2015 Flex Peak Program costs by category.

Table 3.

Item	2015 Program Costs
Materials and O&M expenses	\$13,309
Contract Services	\$8,165
Incentive payments	\$487,857
Marketing & Administration	\$83,541
Total	\$592,872

In addition to the cost savings, the Program also provides several other benefits to the Company and its customers. By managing the Program internally, the Company is able to engage with its customers more frequently and provide additional opportunities to better serve them in their overall electrical needs. More engagement with customers encourages more participation in the Company’s energy efficiency programs and increases overall customer satisfaction. Participants have also expressed that they

value the Program's transparency as all enrolled participants must abide by the same program rules, incentive structure, and operational boundaries unlike prior years when customers had individual contracts.

Customer Satisfaction Results

Customer satisfaction results from the end of season survey indicate increased satisfaction among Program participants. Idaho Power conducted a post-season survey sent via email to all participants enrolled in the Program. The survey focused on quantifiable questions that encouraged customer feedback for future Program improvement. Idaho Power received responses from 19 of 38 customers for a response rate of 50 percent. In 2014, the Company received responses from 13 of 48 customers for a response rate of 27 percent. Survey results were evaluated on a 5-point rating scale with 5 being the "best" and 1 being "worst". The combined average response for all questions in 2015 was 4.6 out of 5 compared to an average response of 4.4 in 2014. When customers were asked how satisfied they were with their overall experience in the Flex Peak Program, the average response was 4.5. Additionally, when asked how likely they would be to re-enroll in the Flex Peak Program in the future, the average response was 4.9. The results of the survey were favorable and showed that participants were satisfied. The full survey report is included as Attachment 2 to this Flex Peak Program one-time report.

Changes that Might Improve the Program

An increase in enrollment is the primary improvement that could benefit the Program. In an effort to increase enrollment, recruitment efforts for the 2016 season began in the fourth quarter of 2015 and will continue in 2016. Idaho Power Customer Representatives or the Flex Peak Program Specialist will meet with participants from the 2015 season during the off-season to discuss past-season performance and review Program details. Potential participants have been identified and are being recruited through field visits and will receive further communication in early spring of 2016.

Idaho Power has launched a marketing/customer recruitment campaign with Customer Representatives to recruit new participants. The goals of the marketing campaign are to increase the number and size (in terms of nominated load reduction) diversity of sites enrolled. By having a larger size diversity enrolled, the Program would be less prone to volatility in its realization rate. The Company also developed new Program literature and a new Program brochure. This marketing campaign will focus on identifying customer dynamics that make successful Program participants and will also highlight available incentive amounts based on customers' load size. The Program will be jointly marketed with Idaho Power's energy efficiency programs and promoted during events such as workshops, trainings, and tradeshow.

The Company also believes that having at least three contacts per facility to notify prior to load reduction events provides a higher participation rate of enrolled facilities. When an event is initiated and the participant only has one or two personnel to notify of the event, the reduction plan may not always be implemented if the designated points of

contact are not available. Having at least three contacts per site provides redundancy in the notification process. For the 2016 season, the Company has updated its recruiting and enrollment application to request three contacts per facility.

Conclusion

A Company-managed program offers customers and the Company several benefits. First, there are significant annual cost savings. The total cost savings this season compared to the prior year was nearly \$1 million. These cost savings flow back to customers through the Company's Power Cost Adjustment mechanism. Second, all participants were paid within 30 days of the season ending compared to previous years where the second installment was paid nearly five months after the end of the season. Lastly, because the Program is managed by the Company, Idaho Power was able to cross-market energy efficiency programs and strengthen relationships with its customers.

**BEFORE THE
IDAHO PUBLIC UTILITIES COMMISSION**

CASE NO. IPC-E-15-03

IDAHO POWER COMPANY

ATTACHMENT 1

**ATTACHMENT 1
IS CONFIDENTIAL
AND WILL BE PROVIDED
TO THOSE PARTIES THAT
HAVE SIGNED THE
PROTECTIVE
AGREEMENT**

**BEFORE THE
IDAHO PUBLIC UTILITIES COMMISSION**

CASE NO. IPC-E-15-03

IDAHO POWER COMPANY

ATTACHMENT 2

Flex Peak Program Summary

How much do you agree, or disagree, with the following statements about the application process and operation of the program:

	<i>Mean Response</i>	4.4
How clear were the notification messages for the Flex Peak Program events?	<i>Mean Response</i>	4.9
For each of the events Idaho Power called this summer, please indicate how prepared were you for the event?	<i>Mean Response</i>	4.2
Following each event, Idaho Power provided post event performance data for each participating facility. How useful was this information in helping you refine future nominations for the program?	<i>Mean Response</i>	4.9
If you contacted Idaho Power, how helpful was Idaho Power with any questions you had regarding the Flex Peak Program?	<i>Mean Response</i>	4.6
How satisfied are you with the timeliness of receiving your incentive payment?	<i>Mean Response</i>	4.7
How satisfied are you with your incentive amount?	<i>Mean Response</i>	4.2
How satisfied are you with your overall experience with the Flex Peak Program?	<i>Mean Response</i>	4.5
How likely would you be to re-enroll in the Flex Peak Program in the future?	<i>Mean Response</i>	4.9
Overall Program Average		4.6

Flex Peak Program Survey

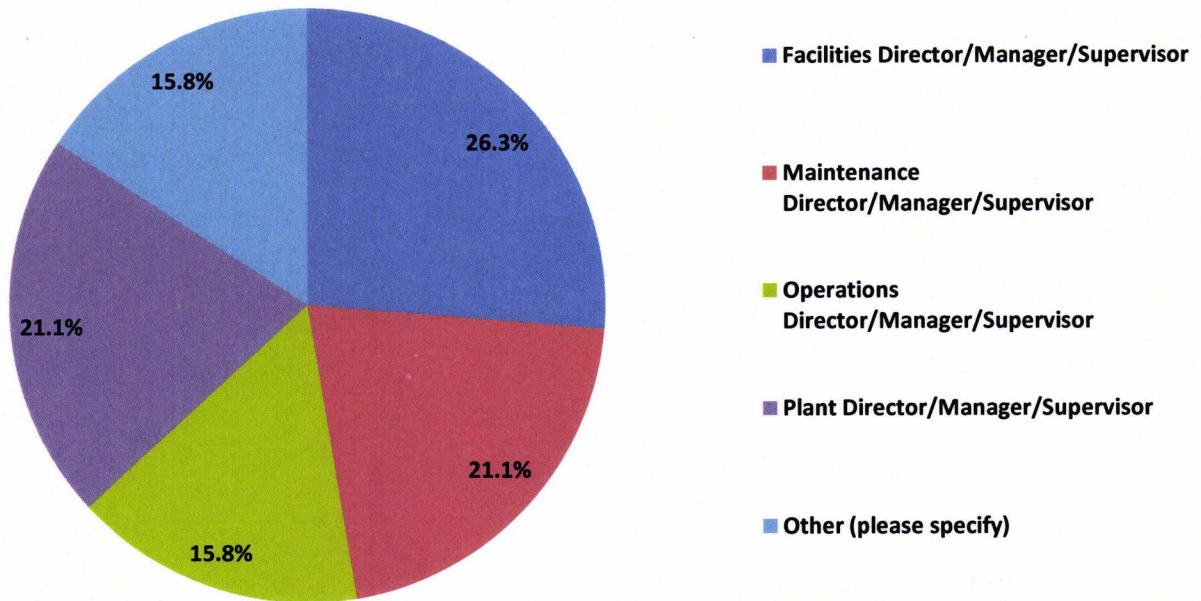
What is your role at your company?

Answer Options	Response Percent	Response Count
Facilities Director/Manager/Supervisor	26.3%	5
Maintenance Director/Manager/Supervisor	21.1%	4
Operations Director/Manager/Supervisor	15.8%	3
Plant Director/Manager/Supervisor	21.1%	4
Other (please specify)	15.8%	3
<i>answered question</i>		19
<i>skipped question</i>		0

Other (please specify)

Energy Engineer
 Master Electrician
 Lead Water Tech.

What is your role at your company?



Flex Peak Program Survey

How much do you agree, or disagree, with the following statements:

Answer Options	Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	Not applicable	Response Count
The application form was easy to complete.	10	7	0	0	0	0	17
If we needed to, it was easy to change the kW amount my	6	8	2	0	0	1	17
If we needed to, it was easy to opt-out of an event.	7	6	3	0	0	1	17
Overall, the application process was easy to understand.	10	6	1	0	0	0	17
Overall Mean						<i>answered question</i>	17
						<i>skipped question</i>	2

Overall Mean

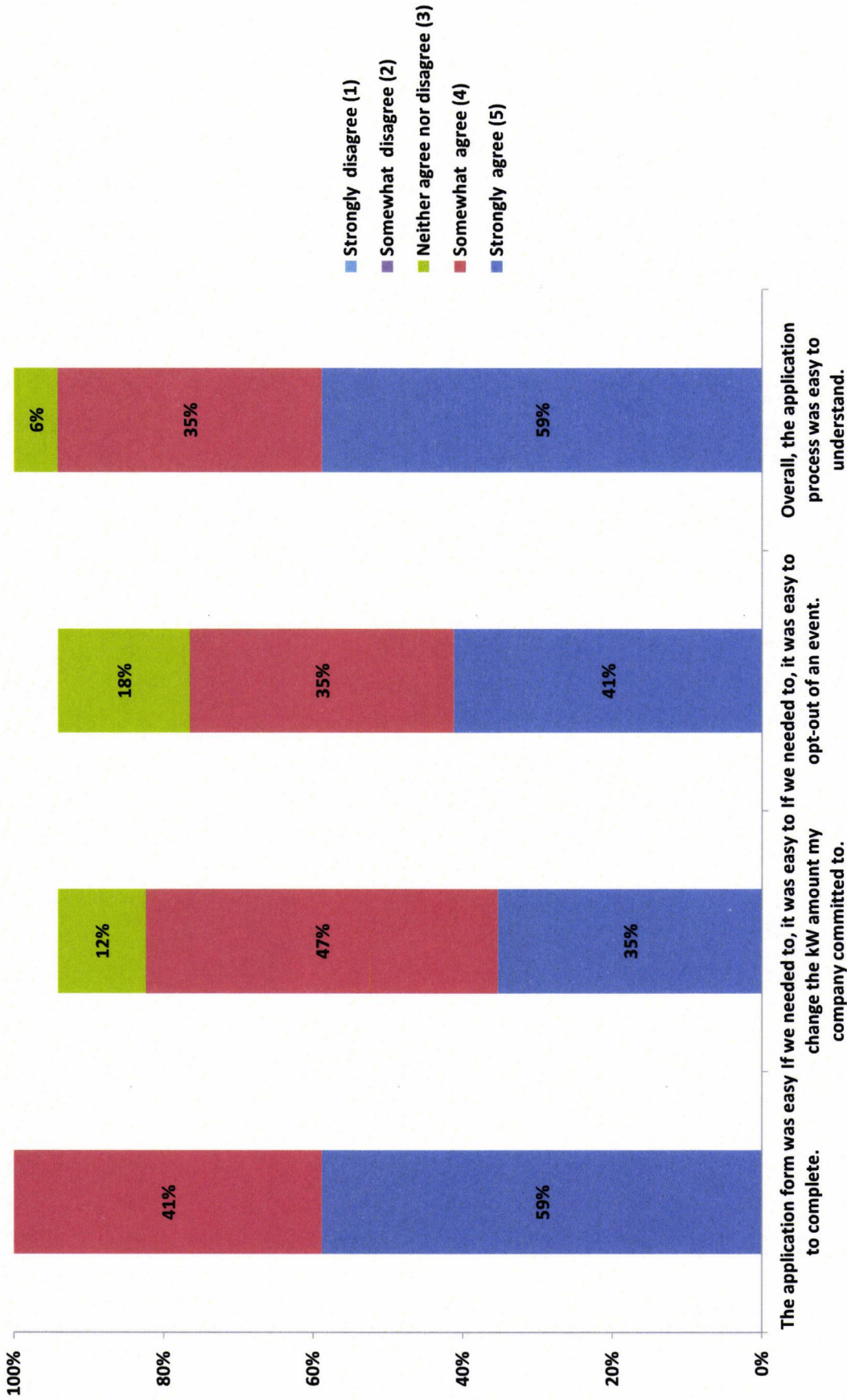
How much do you agree, or disagree, with the following statements:

Answer Options	Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	Response Count	Mean Response
The application form was easy to complete.	50	28	0	0	0	17	4.6
If we needed to, it was easy to change the kW amount my	30	32	6	0	0	16	4.3
company committed to.							
If we needed to, it was easy to opt-out of an event.	35	24	9	0	0	16	4.3
Overall, the application process was easy to understand.	50	24	3	0	0	17	4.5
Overall Mean							4.4

How much do you agree, or disagree, with the following statements:

Answer Options	Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	Not applicable	Response Count
The application form was easy to complete.	59%	41%	0%	0%	0%	0%	17
If we needed to, it was easy to change the kW amount my	35%	47%	12%	0%	0%	6%	17
If we needed to, it was easy to opt-out of an event.	41%	35%	18%	0%	0%	6%	17
Overall, the application process was easy to understand.	59%	35%	6%	0%	0%	0%	17
Overall Mean						<i>answered question</i>	17
						<i>skipped question</i>	2

How much do you agree, or disagree, with the following statements?



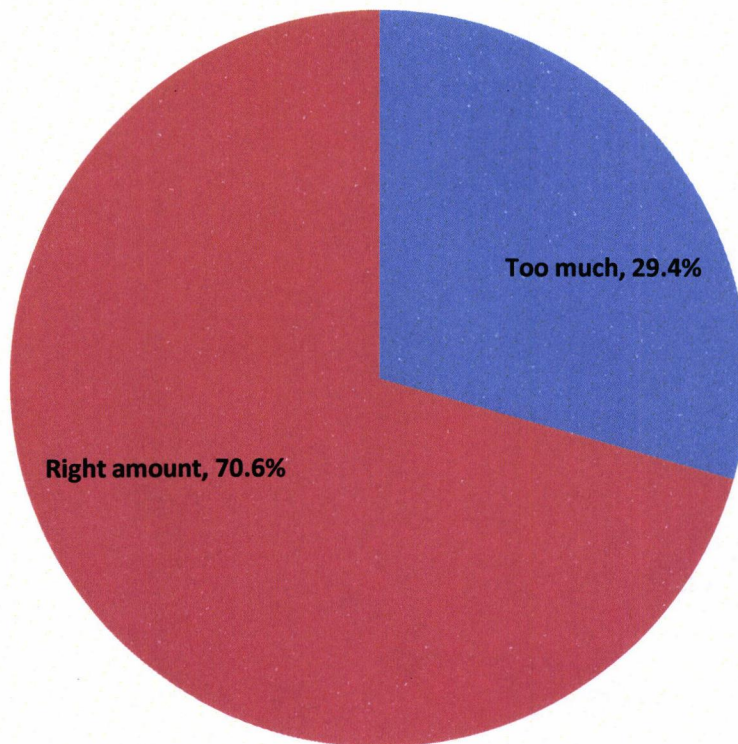
Flex Peak Program Survey

Idaho Power notified customers of an event by contacting them three times by email or by phone. Which of the following statements best describes your thoughts on the number of notifications received?

Answer Options	Response Percent	Response Count
Too much	29.4%	5
Right amount	70.6%	12
Too little	0.0%	0
	<i>answered question</i>	17
	<i>skipped question</i>	2

Overall Mean

Which of the following statements best describes your thoughts on the number of notifications received?

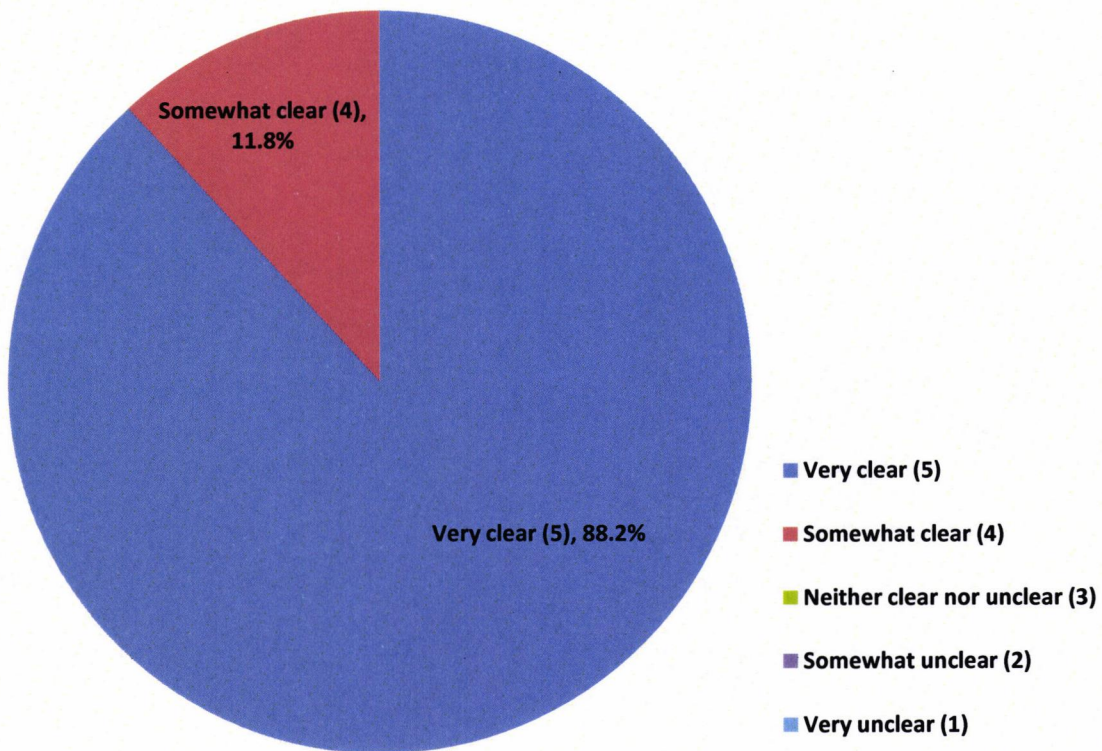


Flex Peak Program Survey

How clear were the notification messages for the Flex Peak Program events?

Answer Options	Response Percent	Response Count	Weighted Response
Very clear (5)	88.2%	15	75
Somewhat clear (4)	11.8%	2	8
Neither clear nor unclear (3)	0.0%	0	0
Somewhat unclear (2)	0.0%	0	0
Very unclear (1)	0.0%	0	0
<i>answered question</i>		17	
<i>skipped question</i>		2	
<i>Mean Response</i>			4.9

How clear were the notification messages for the Flex Peak Program events?



Flex Peak Program Survey

For each of the events Idaho Power called this summer, please indicate how prepared were you for the event?

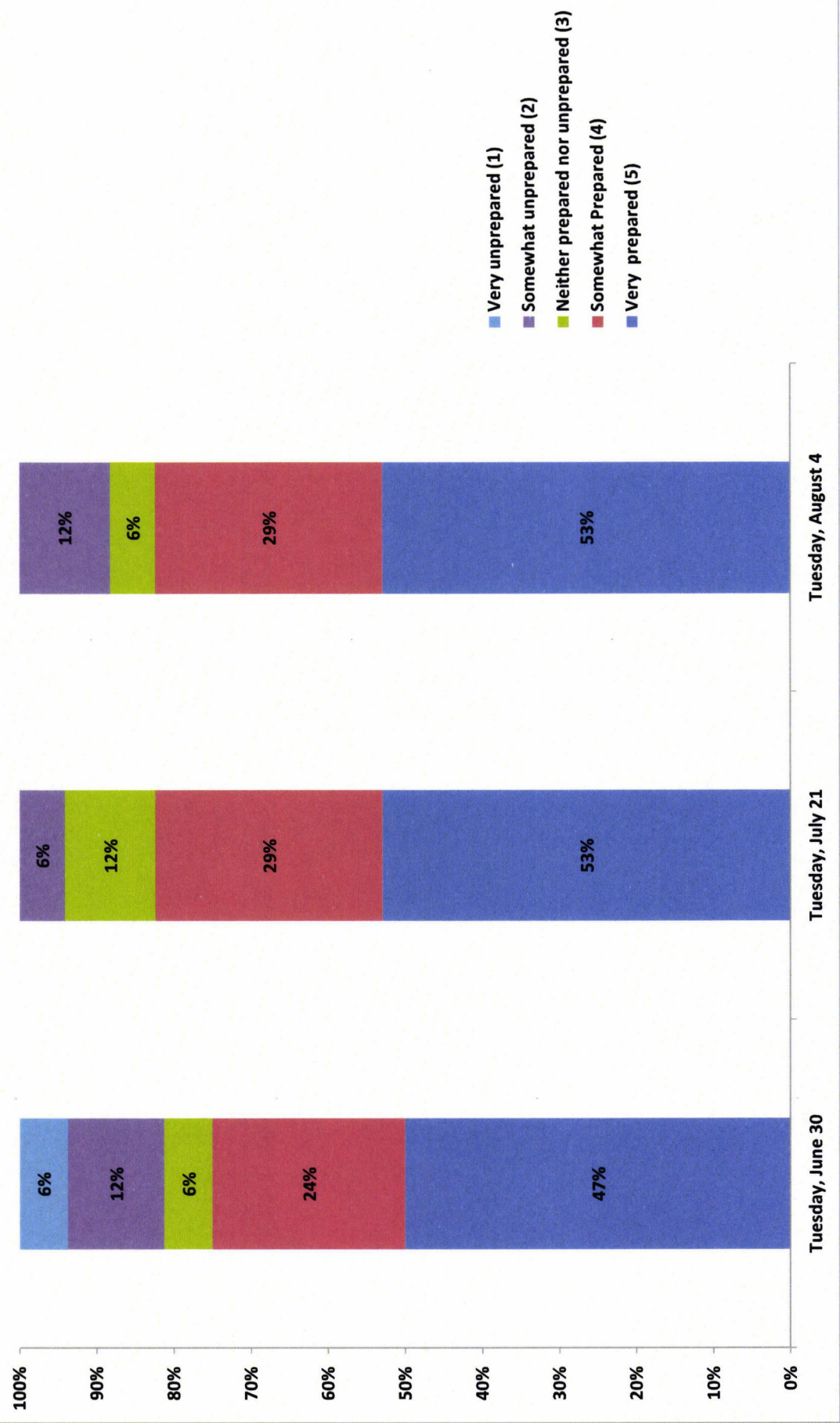
Answer Options	Very prepared (5)	Somewhat Prepared (4)	Neither prepared nor unprepared (3)	Somewhat unprepared (2)	Very unprepared (1)	Not applicable	Response Count
Tuesday, June 30	8	4	1	2	1	1	17
Tuesday, July 21	9	5	2	1	0	0	17
Tuesday, August 4	9	5	1	2	0	0	17
Overall Mean						<i>answered question</i>	17
						<i>skipped question</i>	2

Answer Options	Very prepared (5)	Somewhat Prepared (4)	Neither prepared nor unprepared (3)	Somewhat unprepared (2)	Very unprepared (1)	Response Count	Mean Response
Tuesday, June 30	40	16	3	4	1	16	4.0
Tuesday, July 21	45	20	6	2	0	17	4.3
Tuesday, August 4	45	20	3	4	0	17	4.2
Overall Mean						<i>Overall Mean</i>	4.2

For each of the events Idaho Power called this summer, please indicate how prepared were you for the event?

Answer Options	Very prepared (5)	Somewhat Prepared (4)	Neither prepared nor unprepared (3)	Somewhat unprepared (2)	Very unprepared (1)	Not applicable	Response Count
Tuesday, June 30	47%	24%	6%	12%	6%	6%	17
Tuesday, July 21	53%	29%	12%	6%	0%	0%	17
Tuesday, August 4	53%	29%	6%	12%	0%	0%	17
						<i>answered question</i>	17
						<i>skipped question</i>	2

For each of the events Idaho Power called this summer, please indicate how prepared you were for the event.

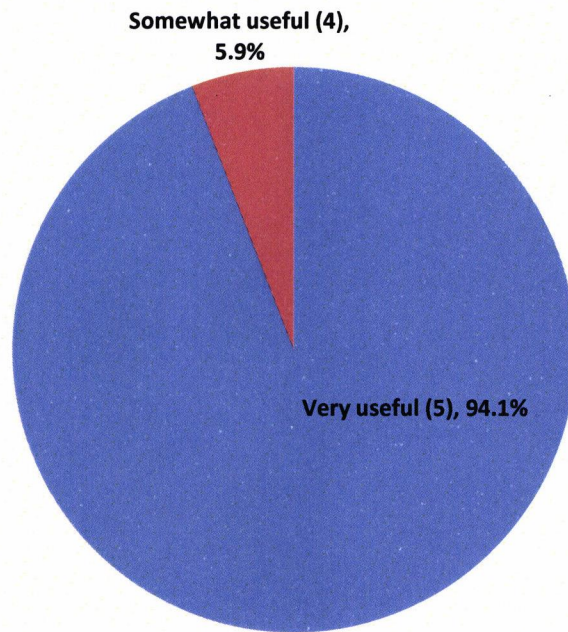


Flex Peak Program Survey

Following each event, Idaho Power provided post event performance data for each participating facility. How useful was this information in helping you refine future nominations for the program?

Answer Options	Response Percent	Response Count	Weighted Response
Very useful (5)	94.1%	16	80
Somewhat useful (4)	5.9%	1	4
Neither useful nor useless (3)	0.0%	0	0
Somewhat useless (2)	0.0%	0	0
Very useless (1)	0.0%	0	0
	<i>answered question</i>	17	
	<i>skipped question</i>	2	
	<i>Mean Response</i>		4.9

How useful was the post-event performance data Idaho Power provided in helping you refine future nominations for the program?

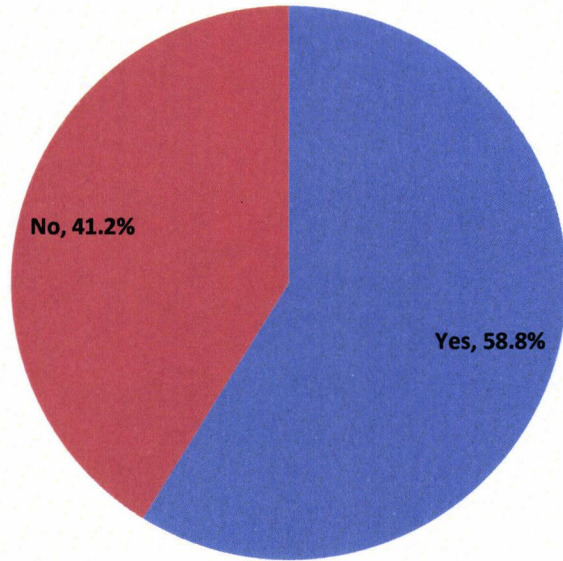


Flex Peak Program Survey

Did you contact Idaho Power with any questions regarding the Flex Peak Program?

Answer Options	Response Percent	Response Count
Yes	58.8%	10
No	41.2%	7
<i>answered question</i>		17
<i>skipped question</i>		2

Did you contact Idaho Power with any questions regarding the Flex Peak Program?

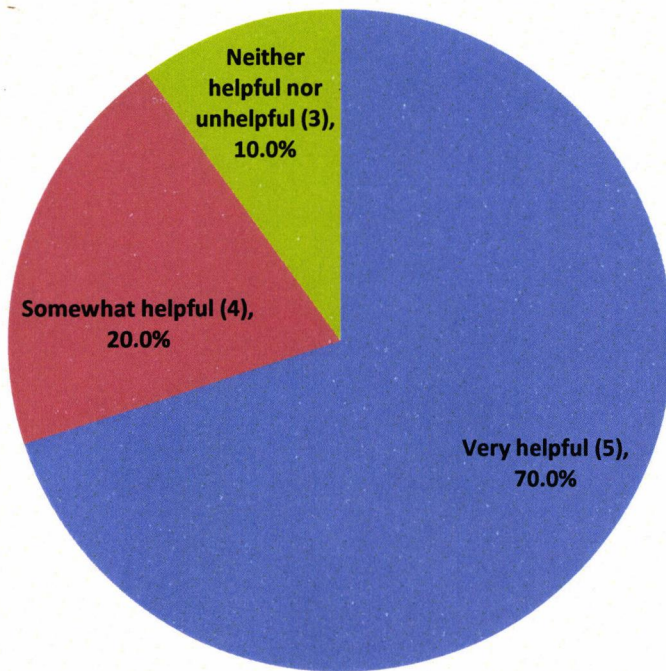


Flex Peak Program Survey

If you contacted Idaho Power, how helpful was Idaho Power with any questions you had regarding the Flex Peak Program?

Answer Options	Response Percent	Response Count	Weighted Response
Very helpful (5)	70.0%	7	35
Somewhat helpful (4)	20.0%	2	8
Neither helpful nor unhelpful (3)	10.0%	1	3
Somewhat unhelpful (2)	0.0%	0	0
Very unhelpful (1)	0.0%	0	0
	<i>answered question</i>	10	
	<i>skipped question</i>	9	
	<i>Mean Response</i>		4.6

How helpful was Idaho Power with any questions you had regarding the Flex Peak Program?

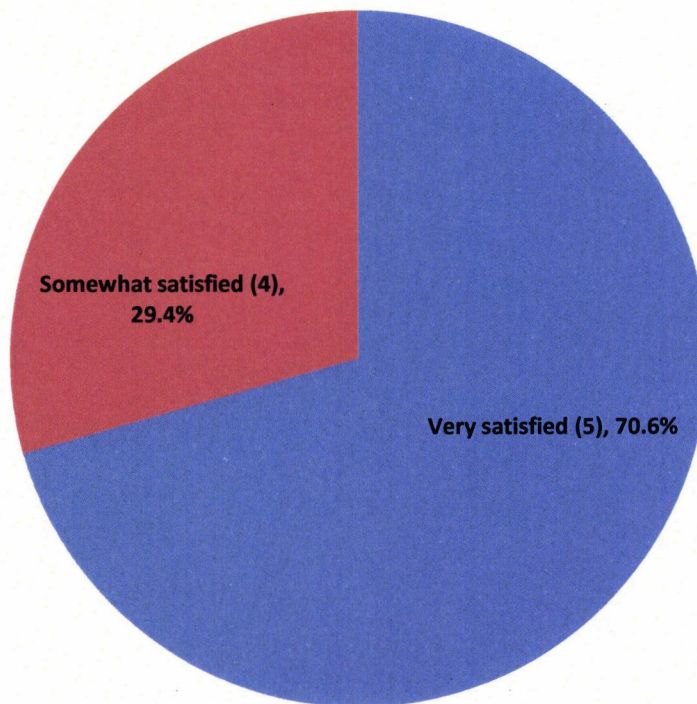


Flex Peak Program Survey

How satisfied are you with the timeliness of receiving your incentive payment?

Answer Options	Response Percent	Response Count	Weighted Response
Very satisfied (5)	70.6%	12	60
Somewhat satisfied (4)	29.4%	5	20
Neither satisfied nor dissatisfied (3)	0.0%	0	0
Somewhat dissatisfied (2)	0.0%	0	0
Very dissatisfied (1)	0.0%	0	0
	<i>answered question</i>	17	
	<i>skipped question</i>	2	
		<i>Mean Response</i>	4.7

How satisfied are you with the timeliness of receiving your incentive payment?

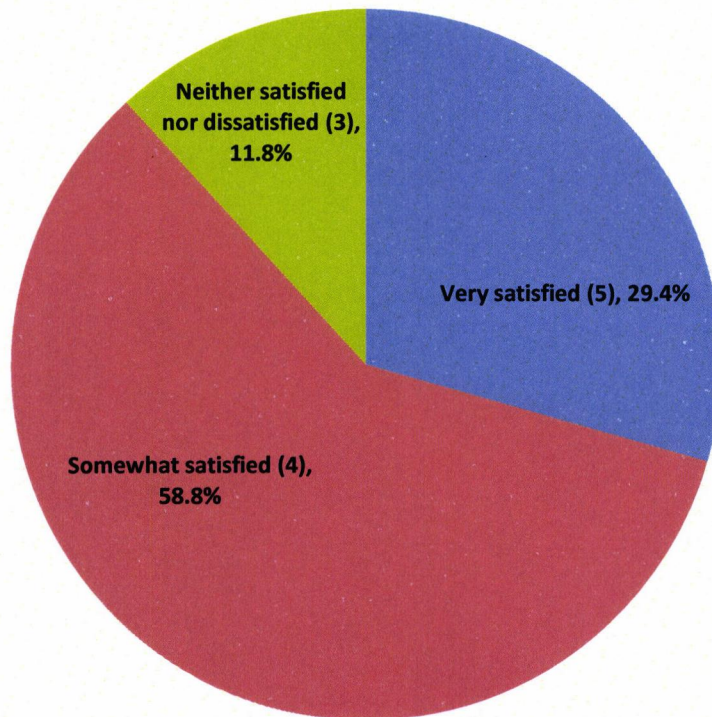


Flex Peak Program Survey

How satisfied are you with your incentive amount?

Answer Options	Response Percent	Response Count	Weighted Response
Very satisfied (5)	29.4%	5	25
Somewhat satisfied (4)	58.8%	10	40
Neither satisfied nor dissatisfied (3)	11.8%	2	6
Somewhat dissatisfied (2)	0.0%	0	0
Very dissatisfied (1)	0.0%	0	0
	<i>answered question</i>	17	
	<i>skipped question</i>	2	
	<i>Mean Response</i>		4.2

How satisfied are you with your incentive amount?

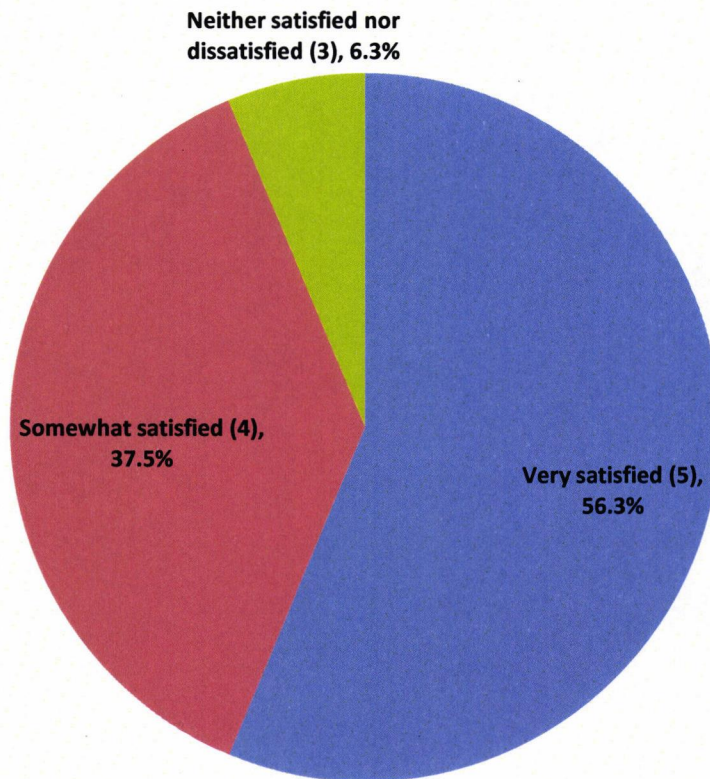


Flex Peak Program Survey

How satisfied are you with your overall experience with the Flex Peak Program?

Answer Options	Response Percent	Response Count	Weighted Response
Very satisfied (5)	56.3%	9	45
Somewhat satisfied (4)	37.5%	6	24
Neither satisfied nor dissatisfied (3)	6.3%	1	3
Somewhat dissatisfied (2)	0.0%	0	0
Very dissatisfied (1)	0.0%	0	0
	<i>answered question</i>	16	
	<i>skipped question</i>	3	
		<i>Mean Response</i>	4.5

How satisfied are you with your overall experience with the Flex Peak Program?

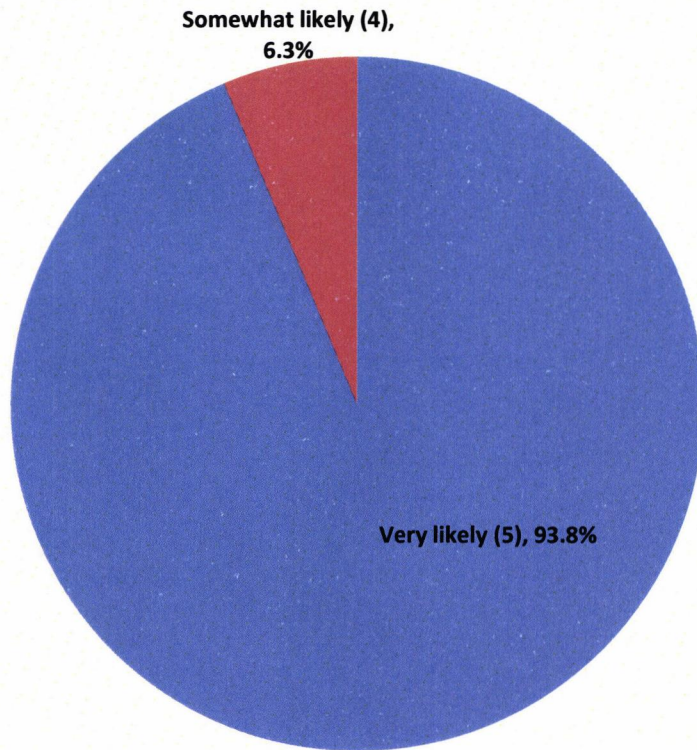


Flex Peak Program Survey

How likely would you be to re-enroll in the Flex Peak Program in the future?

Answer Options	Response Percent	Response Count	Weighted Response
Very likely (5)	93.8%	15	75
Somewhat likely (4)	6.3%	1	4
Neither likely nor unlikely (3)	0.0%	0	0
Somewhat unlikely (2)	0.0%	0	0
Very unlikely (1)	0.0%	0	0
	<i>answered question</i>	16	
	<i>skipped question</i>	3	
	<i>Mean Response</i>		4.9

How likely would you be to re-enroll in the Flex Peak Program in the future?



Flex Peak Program Survey

Please provide any additional comments about Idaho Power's Flex Peak Program.

Answer Options

Response
Count

5

answered question
skipped question

5

14

Response Text

I understand that the program does not want to give more than two hours notice, but it would be very useful to have more advance notice of an impending event. The more notice the better.

Overall Mean

Zeke was very helpful and knowledgeable.

Just need to work on notification gliche.

Idaho's peak program was easy to enroll, performance reports made available timely after each event, easy to make changes to nominations in between events. The support team was outstanding in their management and communications for the program. They provide detail information needed to review with other levels of OD management. We look forward to next season.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on the 23rd day of February 2016 I served a true and correct copy the FLEX PEAK PROGRAM ONE-TIME REPORT upon the following named parties by the method indicated below, and addressed to the following:

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Gregory M. Adams
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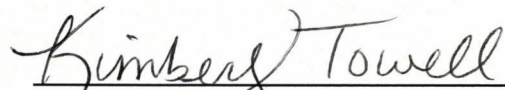
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Kimberly Towell, Executive Assistant